RECEIVED
CENTRAL FAX CENTER

SETTER OLLILA LLC

DEC 2 2 2004

Intellectual Property Law Firm

2060 BROADWAY, SUITE 300
BOULDER, CO 80302
PHONE 303-938-9999
FACSIMILE 303-938-9995

FACSIMILE TRANSMISSION

DATE: December 22, 2004

FROM:		
Gregg L. Jansen, Reg. 46,799	**TELEPHONE:**	(303) 938-9999 ext. 14
NUMBER OF PAGES (including this page): **9**	**EMAIL:**	gjansen@dsoblaw.com

TO: **TELEPHONE:**

Mailstop: Non-Fee Amendment
Commissioner for Patents
United States Patent and
Trademark Office

RE: **FAX:**   (703) 872-9306

Application No. 09/477,991
Filed: 1/5/2000
Art Unit: 2157
Examiner: Barbara N. Burgess
Inv.: Bryce A. Jones
Docket No. 1264

MESSAGE   Attached are the following:

1. Transmittal (one page);
2. Telephone Interview Summary (5 pages).

IF YOU DO NOT RECEIVE ALL PAGES, PLEASE CALL 303-938-9999

TRANSMITTAL FORM

(to be used for all correspondence after initial filing)

Application Number	09/477,991; Confirmation 1039
Filing Date	1/5/2000
First Named Inventor	Bryce A. Jones
Art Unit	2157
Examiner Name	Barbara N. Burgess
Attorney Docket Number	1264

Total Number of Pages In This Submission **7**

ENCLOSURES *(check all that apply)*

- [ ] Fee Transmittal Form
  - [ ] Fee Attached
- [ ] Amendment / Reply
  - [ ] After Final
  - [ ] Affidavits/declaration(s)
- [ ] Extension of Time Request
- [ ] Express Abandonment Request
- [ ] Information Disclosure Statement
- [ ] Certified Copy of Priority Document(s)
- [ ] Reply to Missing Parts/ Incomplete Application
  - [ ] Reply to Missing Parts under 37 CFR1.52 or 1.53

- [ ] Drawing(s)
- [ ] Licensing-related Papers
- [ ] Petition
- [ ] Petition to Convert to a Provisional Application
- [ ] Power of Attorney, Revocation Change of Correspondence Address
- [ ] Terminal Disclaimer
- [ ] Request for Refund
- [ ] CD, Number of CD(s) _____
  - [ ] Landscape Table on CD

- [ ] After Allowance Communication to TC
- [ ] Appeal Communication to Board of Appeals and Interferences
- [ ] Appeal Communication to TC (Appeal Notice, Brief, Reply Brief)
- [ ] Proprietary Information
- [ ] Status Letter
- [x] Other Enclosure(s) *(please identify below)*:

Telephone Interview Summary of 12/21/04 interview (5 pages)

Remarks

It is believed that no fees are due in this matter. However, if it is determined that fees are due, the Commissioner is authorized to debit Deposit Account No. 210765 for the required fees.

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

Firm	Setter Ollila LLC
Signature	*Gregg Jansen*
Printed Name	Gregg L. Jansen
Date	12/22/04
Reg. No.	46,799
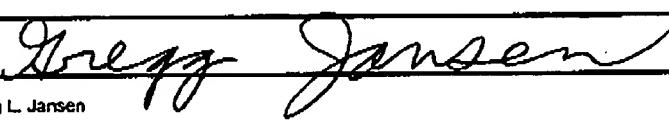
CERTIFICATE OF TRANSMISSION/MAILING

I hereby certify that this correspondence is being facsimile transmitted to the USPTO or deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on the date shown below.
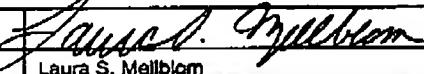
Signature	*Laura S. Mellblom*
Typed or printed name	Laura S. Mellblom	Date	12-22-04

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: Bryce A. Jones

Application No.: 09/477,991   Group No.: 2157

Filed: January 5, 2000   Examiner: Barbara N. Burgess

For: METHOD AND APPARATUS FOR PROCESSING WEB CALLS IN A

       WEB CALL CENTER

TELEPHONE INTERVIEW SUMMARY

Applicant submits this telephone interview summary to meet the requirements of

37 C.F.R. § 1.133(b), and according to the requirements listed in MPEP § 713.04.

<u>Date/Type of Interview:</u> Telephone interview conducted on December 21, 2004

<u>Examiner:</u> Barbara Burgess (571) 272-3996

<u>Name of Applicant's attorney:</u> Gregg Jansen (303) 938-9999, ext. 14

<u>Exhibits shown or demonstrations conducted:</u>

       An agenda was faxed to Examiner Burgess at fax number (571) 273-3996 on Friday, December 17, 2004. The agenda included statements from the final Office Action and portions of the prior art Goss patent that were cited in the final Office Action.

<u>Claims discussed:</u> Claim 1

<u>Prior art discussed:</u> Goss, U.S. Patent No. 6,493,447

<u>General thrust of Examiner's arguments:</u> None

<u>General thrust of Applicant's arguments:</u>

       The invention uses a cookie or digital certificate to identify a web call center resource, as embodied in claim 1.

       Goss discloses cookies in only two places in the text. Goss discloses that the cookies are used to "maintain a session", but Goss does not disclose any actual use of cookies. Goss does not anywhere mention a digital certificate. Goss does not disclose using a cookie or digital certificate to identify a web call center resource. Instead, Goss discloses using a user profile from a database server to obtain a skills designator.

       Applicant's arguments followed the material of the previously submitted agenda, disclosed above.

<u>Agreement reached and general nature of the agreement:</u> None

1

Proposed amendments: None

Other pertinent matters:

Examiner Burgess requested that the above arguments be formally submitted for consideration. Examiner Burgess stated that a submission after final rejection would be considered. Attorney Jansen stated that the above arguments would be submitted in a response after final.

Date: 12/22/04
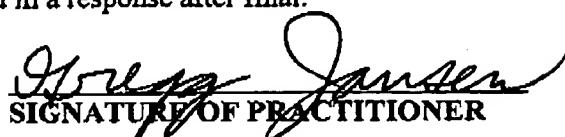
SIGNATURE OF PRACTITIONER

Gregg Jansen, Reg. No. 46,799
Setter Ollila LLC
Telephone: (303) 938-9999 ext. 14
Facsimile: (303) 938-9995

Correspondence address:

CUSTOMER NO. 028004

Harley R. Ball
Sprint Law Department
6391 Sprint Parkway
Mailstop: KSOPHT0101-Z2100
Overland Park, KS 66251-2100

Enclosure: Telephone Interview Agenda

2

TELEPHONE CONFERENCE AGENDA

To: Examiner Barbara Burgess

From: Gregg Jansen, Setter Ollila LLC

Date: December 17, 2004

Re: 09/477,991, Method and Apparatus for Processing Web Calls in a Web Call Center

Items to be Discussed:
- Independent claim 1 (representative claim)
- Goss prior art patent
- Differences between claim 1 and Goss
- Further examination of the patent application

Independent claim 1

1. (Previously Presented) A method for processing a web call comprising:

receiving a call request message for the web call;

identifying a web call center resource in response to receiving the call request message, wherein identifying the web call center resource is based upon information stored in a cookie or based upon information stored in a digital certificate; and

generating and transmitting a routing instruction to route the web call to the web call center resource.

Final Office Action:

The final Office Action asserts that "Goss, without a doubt, discloses using a cookie or digital certificate to identify a web call center resource, that resource being an agent." The Office Action then cites col. 5, lines 65-67, col. 6, lines 1-11, 27-33, 45-51, 61-65, col. 7, lines 1-10, col. 12, lines 31-37, 43-49, 55-59, and col. 13, lines 7-10 and 31-36 in support of this assertion. The Office Action asserts that the Web Server 30 "uses the information from the cookies information from the session between the customer's browser and the Server are stored in the cookies) to direct the request to a qualified agent."

1

The Office Action relies on the text of Goss found at column 5, line 65 through col. 6, line 6. The paragraph does not discuss identifying a web call center resource based upon information stored in a cookie or digital certificate. Instead, as can be seen from the text below, Goss discloses that the Database Server 34 (and associated database) is used to store and retrieve customer information, including a user ID and password. The cited text does not teach or suggest identifying a web call center resource. The cited text states:

> In the preferred embodiment of the Contact Server 28 and the call-back services it provides, a customer uses a PC equipped with a Web browser 44 to access a Web site that is supported by the Web server 30 on the call center's Intranet Server 66. This Web site is secured and requires user authentication. Therefore, a customer must first be setup with a user profile. **User profiles may be stored on the Database Server 34**, and contain the customer's user i.d., password, and any other data as needed by the particular service. When the customer 452 has been authenticated, the Web Server 30 sends an HTML file that represents the site's home page to the customer's browser 44. Embedded in this file are the Java applets that manage the call-back services and TCP/IP sessions with agents 14. The Web Server 30 **maintains** a session with the customer's browser 44, using cookies or other session maintenance methodology. (emphasis added)

The Office Action also relies on the text of Goss found at col. 6, lines 27-33. This portion of Goss only concerns identifying the *caller*. The cited text states:

> The Intranet Server 66 receives the call-back request. Since it has been maintaining a session with the customer's browser 44, it knows who the customer is **from the customer log on**. In the embodiment in which a secured Web site is used, **the customer's user profile contains a customer identifier**. This customer identifier designates the corporate business client that the customer represents. (emphasis added)

The Office Action further relies on the text of Goss found at col. 6, lines 45-51. It should be noted that the customer's user profile is stored on the Database Server 34 (see column 6, line 2-3, as discussed above), and is NOT stored in a cookie or digital certificate. The cited text states:

> Thus, when a call-back request is received from a customer 42, it must be sent to an agent who is trained to service the corporate business client represented by the customer. When the Intranet Server 66 receives the call-back request, it **references the customer identifier from the**

2

customer's user profile. This customer identifier is added to the call-back request, as it will be used as a **skills designator**. (emphasis added)

The Office Action further relies on the text of Goss found at col. 6, lines 61-65. The Database Server 34 of Goss stores the customer profile (and therefore the customer identifier) and uses this customer identifier to identify an agent. The cited text states that "[t]he Contact Server 28 queries a skills table **on the Database Server 34** with the customer identifier (which is used in this example as a skills designator) to identify those agents qualified to handle the call-back request." (emphasis added)

The Office Action further relies on the text of Goss found at col. 7, lines 1-10. This text provides the same information as a previous citation. The cited text states:

> The Contact Server 28 then queries the state tables on the Database Server 34 to identify an available agent with the highest skill level needed to handle the call-back request. If a qualified agent is available, the Contact Server 28 sends the call-back request to that agent. Otherwise, the call-back request is placed in a queue on the Database Server 34. The Contact Server 28 constantly monitors this queue and the state tables. If a qualified agent is available to handle a call-back request in queue, the Contact Server 28 sends the call-back request to that agent.

The Office Action further relies on the text of Goss found at col. 12, lines 31-37. This text provides the same information as a previous citation. The cited text states:

> At the company, the Contact Server will be used with a Web site that allows the company's customers to access the company's trouble ticket system and view the status of their tickets. Therefore, **each customer** has a **user profile** setup in a **profile database on the Database Server**. It is **from this database** that skills designators are obtained. (emphasis added)

The Office Action further relies on the text of Goss found at col. 12, lines 43-49. The cited text states:

> In step 110, a customer logs into a Web site. The Web Server authenticates the customer's user i.d. and password against the customer's user profile, which is **stored in a database on the Database Server**. If the customer is authenticated, the Web Server sends to the customer browser the HTML file that contains the Web site's home page. (emphasis added)

3

The Office Action further relies on the text of Goss found at col. 12, lines 55-59. In the cited text, Goss states that a cookie is used to "maintain" a session. Goss does not teach or suggest using information in a cookie (or digital certificate) to identify a web call center resource. The cited text states:

> The Web Server **maintains** a session with the customer browser over the Internet using cookies or other session maintenance technology. This way, when the customer submits a call-back request, the **Web Server** can **identify that customer** for the purpose of matching the call-back request to a qualified agent. (emphasis added)

The Office Action further relies on the text of Goss found at col. 13, lines 7-10. The cited text states:

> Additional information can be solicited here [*i.e.*, a web page of step 112,] as well, such as a customer identifier that can be used as a skills designator to match the call-back request to a qualified agent. A call-back time can be solicited, to state when the customer would like to be called back.

The Office Action further relies on the text of Goss found at col. 13, lines 31-36. This cited text discusses using the customer identifier that is obtained from the Database Server 34. The cited text states:

> In step 118, the Contact Server queries the skills database with the skills designator (i.e., the customer identifier) to find a qualified agent; that is, an agent listed with that particular skills designator. The Contact Server actually identifies all agents with that skill, so that if one agent is not currently available, another agent can be used.

4

Differences between claim 1 and Goss

Goss does not disclose using a cookie or digital certificate to identify a <u>web call center resource</u>, as is asserted by the Office Action. In addition, Goss does not disclose using a cookie or digital certificate to determine whether any web call center resource is available or to identify a web service application. Goss does not discuss any information that is stored in a cookie. Goss refers to a cookie only at col. 6, line 11 and at col. 12, line 55. The text at col. 12, lines 57-59, suggests that a cookie *might* be used to identify the <u>customer</u> placing the call to a call center.

5